

# Military OneSource Overview



# Military OneSource Mission

Military OneSource offers free, convenient, 24/7 access to confidential resource and referral support for service members and their families in order to improve the quality of their lives and the effectiveness of the military community.



# Overview

- 24-hour worldwide service, every day
  - Telephone, Face to Face, Online
- Private
- No cost
- Solution-focused
- Objective, experienced, real people
- Extension of existing installation services





# Military OneSource Program

## One-Stop Shopping for Service Members and Family Members

### Information and Referral to Military and Civilian Resources and Counseling Services\*



**Service Members, Family Members**



#### Multiple Access Points



Online



Call Centers



Interaction with Outreach



Email



Fax, TTY/TDD, Postal

#### Military OneSource Call Center Operations (24x7x365)

Call Center – Arlington

Call Center – Philadelphia

Call Center – St. Petersburg



WWRC

JFRC

Spouse Career Counseling Call Center

#### Military OneSource Counseling Services\*\* (A Complement to DoD's MFLC Services)

Face to Face Non-Medical Counseling – Short Term Solution Focus (STSF) Model

Online Counseling Services – STSF



Telephonic Counseling Services – STSF

Financial Counseling Services

- Face to Face
- Telephonic
- Online



Health Coaching Services

#### Military OneSource Outreach Services

Relationship Managers – Support to:

- Commands
- Installations
- Units



JFSAP Consultants



\* Resources coordinated with DoD and Service Branches

\*\* All counseling services IAW currently established with DoD and Service Branch protocols

# Range of Support





# Face to Face Counseling Referrals

- Available in U.S., Puerto Rico, & the Virgin Islands
- Up to six non-medical consultations in the community with licensed counselors.
- Affiliate Provider Network covers 100% of identified military installation and Guard/Reserve locations
- Short-term, non-medical counseling
  - Family or couples concerns
  - Adjusting to deployment or reunion
  - Grief counseling
  - Stress management



# STSF-Telephonic & Online Consultation

- Up to six non-medical, scheduled, telephonic or online sessions with Short-term Solution-Focused (STSF) trained mental health professionals
- Online sessions conducted in a secure online chat environment
- Issues: Adjustment to situational stressors, decision-making, stress management, communication, parenting skills
- Alternative support for OCONUS and remote locations



# Specialty Services

## **Specialty Consultations**

- Financial counseling
- Education (college & general)
- Spouse employment/ Career Advancement Account referrals
- Adoption
- Child care/nanny
- Special needs
- Health & Wellness
- Adult disability
- Elder care

## **Document translation**

- Official documents
- Over 150 different languages
- Certified & notarized when needed

## **Simultaneous interpretation**

- Over 170 languages
- Interpreter facilitates three-way call






# Face-to-Face Financial Counseling

Referrals for short-term, solution-focused financial counseling at no cost to the user

- Services provided by Certified Consumer Credit Counselors through the National Foundation for Credit Counseling (NFCC)
- Face-to-face consultations available within the United States for anyone eligible for Military OneSource services
- Telephonic consultations available *regardless of location*
- Consultations are typically 45 - 60 minutes long and held during regular business hours
- Up to 6 consultations per issue within a 12-month period.
- Additional referrals to in-person or telephonic financial counseling can be provided by MOS consultants when appropriate

# Tax Assistance and Filing

- Free electronic state and federal filing
- Maximize your refund
- Simple, easy process
- Tax Consultants via phone or e-mail



**Military OneSource**  
24/7  
1-800-342-9647

**Military OneSource Offers FREE**

**Tax Preparation and Filing**

Visit [www.militaryonesource.com](http://www.militaryonesource.com)  
to file your federal and state taxes.





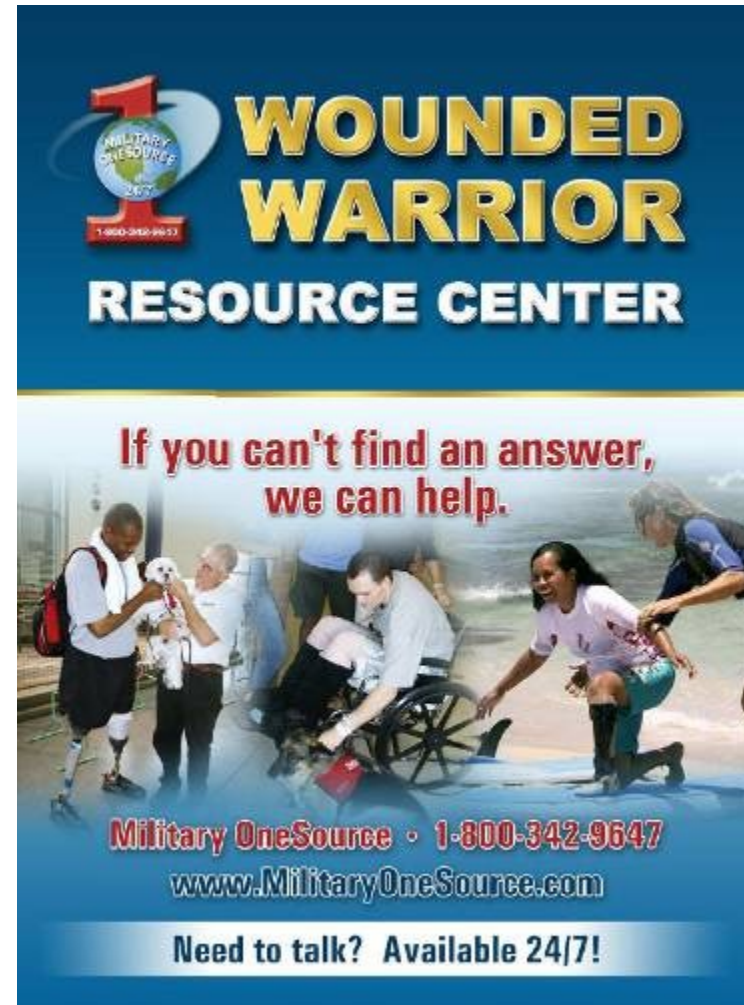
# Spouse Education and Career Programs

- Telephonic consultation with trained education and career advisors
- Spouse Career Advancement Account screening and referral to Education Service Officer for application process
- Education and career goal identification and evaluation
- Aptitude test planning
- Identification of portable career fields
- Research on compensation, training, and education requirements for various careers
- Educational resources and associated costs
- Career credentialing and licensing information (including state requirements)

# Wounded Warrior Resource Center

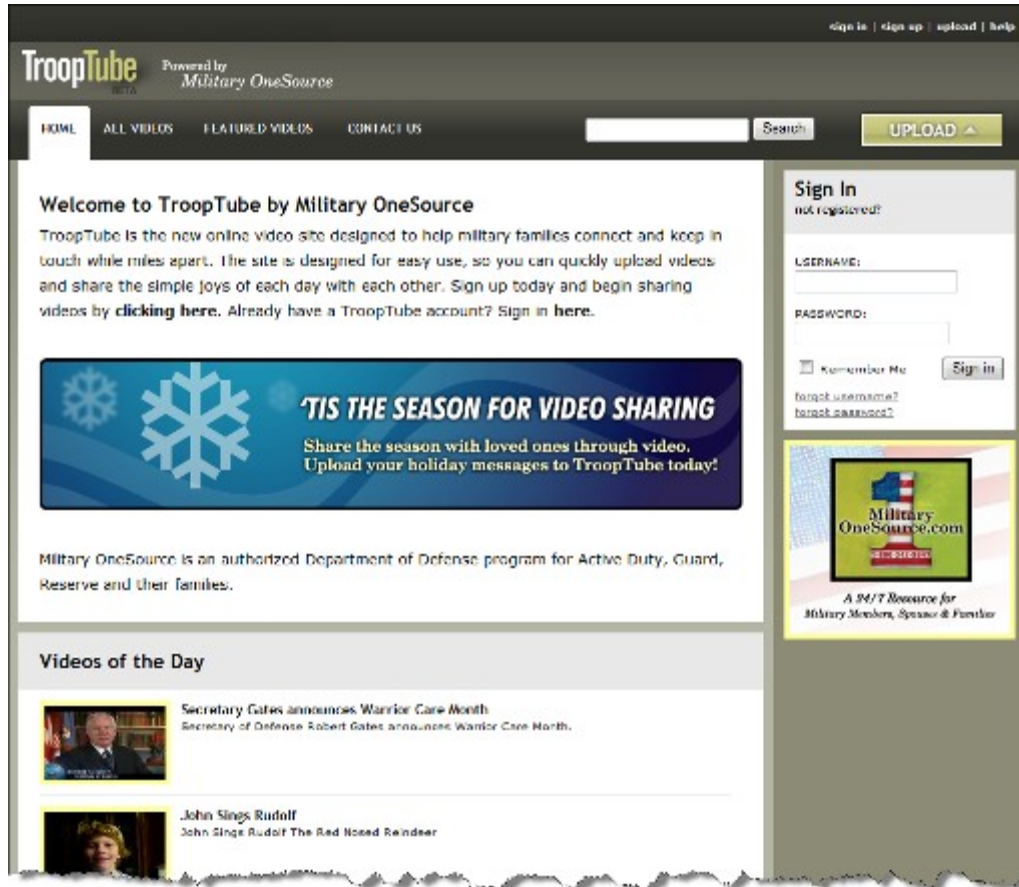
Wounded Warrior specialists provide personal assistance in many areas:

- Everyday issues such as counseling, child care, etc.
- Information on VA benefits and other entitlements
- Health care services
- Military facilities concerns





# TroopTube



- Web site where users can share videos privately with family members or publicly with the larger community,
- Content is created *by* troops and their families *for* troops and their families.
- All videos are screened before posting to ensure they are appropriate





# Healthy Habits Health Coaching

Telephonic and online coaching from an experienced, dedicated health coach

- Weight Management (*iCanChange*)
  - Stress Management (*iCanRelax*)
  - Teen Weight (*iCanAchieve*)
  - Cardiovascular Health (*iCanThrive*)
- Toolkit with an educational workbook and other items provided
  - Healthy Habits Website with online tools and educational materials
  - Access program by completing online health assessment at [www.MilitaryOneSource.com](http://www.MilitaryOneSource.com) or calling to request enrollment
  - Health coach makes contact within three business days.
  - Number of coaching sessions vary according to need - average 7
  - Active Duty, National Guard and Reserve service members and their family members are eligible, regardless of activation status

# Healthy Habits Coaching

**IMPROVE YOUR HEALTH -- FOR LIFE!**

What changes do you want to make to your life? Changing habits is easier when you have the information, tools, and support that you need. Our programs, designed by health professionals, can help you reach your health goals -- and stick with them for life.

Personal health coaching is what really makes our programs different from all the rest. You work one-on-one with a highly trained personal health coach who will support you throughout your program enrollment.



# Healthy Habits Coaching Programs

- Consists of 2 separate, unique programs (these programs are independent of each other, and enrollment into each program is optional)
  - Healthy Habits Coaching Program
  - Life Health Assessment
- Teen Health Coaching



# iCan Programs

Sometimes, making changes isn't easy, but when you find your own motivation and take change one step at a time, it's more manageable.

The Healthy Habits Coaching Program has three areas of focus.



## iCanChange ••

The iCanChange program uses a personalized, flexible, and supportive approach to help you reach your weight and health goals.



## iCanRelax ••

iCanRelax is a personalized, flexible, and supportive program. It is designed to help you become aware of stress and how it affects you.



## iCanThrive ••

iCanThrive is a step-by-step program. You will learn to fuel your body with healthy foods, begin a program of enjoyable physical movement, and relax more.

The programs feature an optional telephonic or online personal health coach, a personal homepage with a tracker, interactive tools and much more!







**MILITARY ONESOURCE**

CALL 1-800-342-9647 AVAILABLE 24/7

iCanChange

iCanRelax


iCanThrive

## iCanChange



Manage your weight -- for life!

Congratulations on taking this step toward managing your weight and improving your health! We know that controlling weight and eating right are challenging to do. That is why we developed this program. The **iCanChange** program uses a personalized, flexible, and supportive approach to help you reach your weight and health goals.

 [Join the program now!](#)

### Your **iCanChange** program membership includes:

#### Your Weight Profile



Answer our questions, then we will create a weight management program just for you, based on your health, preferences, and goals.

#### Personal Home Page



Find everything you need. Read inspiring articles. Plan healthy meals. Keep track of your weight, eating, physical activity, and more.

#### Personal Health Coach



Work one-on-one with your health coach to identify your goals, strengths, challenges, and strategies for managing your weight for life.





# iCanThrive



Let yourself thrive.

Create a healthy environment for yourself with the step-by-step changes in this program. You will learn to fuel your body with healthy foods, begin a program of enjoyable physical movement, and relax more. You will also learn to monitor your health and work with your doctor and other health care team members to meet your goals. Put these pieces into place, and let yourself thrive!

 [Join the program now!](#)

## Your *iCanThrive* program membership includes:



### Your Cardio Profile

Answer our questions, then we will create a lifestyle management program just for you, based on your health, preferences, and goals.



### Personal Home Page

Find everything you need. Read inspiring articles. Keep track of your weight, physical activity, and more.



### Personal Health Coach

Work one-on-one with your health coach to identify your goals, strengths, challenges, and strategies for managing your cardiovascular health for life.



# Life Health Assessment

- Assessment is a global evaluation of your physical health, behavioral health, and motivation to change
- Answer a series of questions and get immediate feedback in a detailed personal report that helps you understand how to make changes
- Areas assessed:
  - Current health
  - Nutrition
  - Tobacco use
  - Vehicle safety
  - Physical activity
  - Alcohol use
  - Stress and depression
  - Biometric measures (e.g. weight, height, blood pressure, cholesterol)



# Teen Health Coaching **iCanAchieve**

- iCanAchieve is a 12-month program for teens ages 13 to 18 that will support their weight management efforts
- Program Features
  - Telephonic Health Coaching
  - Online Health Assessment
  - Supportive Online Content And Tools
    - Food diary
    - Step tracker
    - Articles and personal success stories of teen weight management
    - Educational information
    - Recipes to promote healthy eating
    - Message boards



# Teen Health Coaching **iCanAchieve**

- Consent Form And Program Access
  - Once your teen registers (either online or phone), you (the teen's parent or guardian) must complete and submit the iCanAchieve Consent Form.

Online	By Phone
<ol style="list-style-type: none"><li>1. Have your teen complete their registration online</li><li>2. Your teen will register on the iCanAchieve site by creating a username and password. Once your teen has registered, you (the parent or guardian) will need to submit the completed consent form.</li><li>3. After we have received the completed consent form, we will send an e-mail containing the iCanAchieve Web site URL to your teen's email address listed on the consent form.</li><li>4. Your teen can log back into the iCanAchieve site and complete the initial assessment.</li></ol>	<ol style="list-style-type: none"><li>1. Have your teen call 800-342-9647 to complete their registration.</li><li>2. If your teen registers by phone, the consent form can be sent to you (the parent or guardian) by fax or e-mail, and a health coach will contact your teen at the number specified on the consent form.</li></ol>





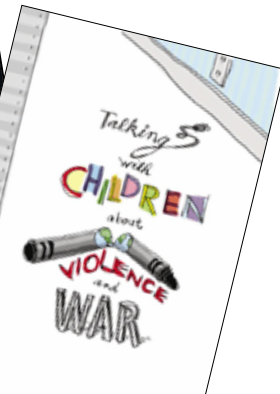
# www.MilitaryOneSource.com

The screenshot shows the MilitaryOneSource.com website. At the top, there's a navigation bar with links like 'MySTATE', 'Military Health System', 'Military Benefits', 'Commissary & Exchanges', 'Login', 'Not a member? Join Now', 'Contact Us', 'Help', 'Login', 'Registration', and 'Home'. Below this is a banner with the Military OneSource logo, the text 'A 24/7 Resource for Military Members, Spouses & Families', the phone number '1-800-342-9647', and the 'TroopTube' logo. A search bar is located on the right side of the banner. The main content area is divided into several sections: 'Categories' on the left with icons for Body, Career, Crisis, Deployment, Education, Elder Care, Guard/Reserve, Legal, Mind, Money, Moving, Parenting, Recreation, Relationships, Special Needs, Transition, and Wounded Warrior; 'New Army Web site' featuring a photo of a soldier with children and a link to 'Visit the new Army OneSource Web site'; 'Army OneSource' with a photo of a soldier and text about the Army Family Covenant; 'Holiday Stress Webinar - Register Today!' with a photo of a soldier and text about a webinar on managing holiday stress; 'Read or Listen to Books Online' with a photo of a book and text about online library resources; 'January 6 and 13, 2009 Webinar for Service Providers' with a photo of a woman and text about a webinar on happiness and resilience; and 'Talk Money with a Financial Expert'. On the right side, there's a '24/7 Help Center' with links to 'Call Now: 1-800-342-9647', 'Email A Consultant', 'Counseling', and 'Discussion Boards'. Below this is a 'Search & Decision Tools' section with links to 'Financial Calculators', 'Child Care Locator', 'Relocation Tool', and 'Military OneSource Toolkit'. Further down is a 'Self Assessment Tools' section with links to 'Do You Give It Your Best?', 'Do You Have Debt Problems?', 'Is a Traumatic Event Causing You Stress?', and 'What's Your Communication Style?'. At the bottom right is a 'Military Installations' section with dropdown menus for 'Choose Branch' and 'Choose Installation', and a 'Free Newsletters' section with checkboxes for 'Spouse Employment and Education', 'Guard and Reserve', 'Military OneSource Connection', and 'Single Life in the Military'.

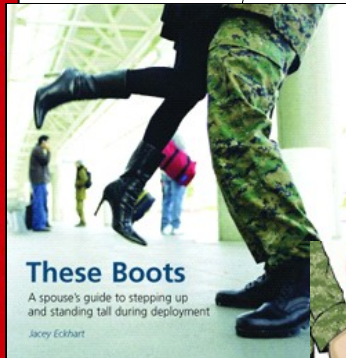
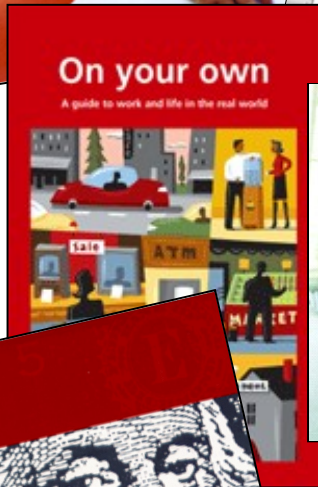
- Email-a-Consultant
- Search & decision tools
- Online workshops
- Discussion boards
- Pod casts
- Self-assessment tools & quizzes
- Military resource links
- Educational materials



# Educational Materials



- Varied topics
- Varied formats
  - Articles
  - Booklets
  - Audio
- Varied access to content
  - Download audio and print online
  - Order materials online for home delivery
  - Call a consultant



# DoD Library

## Online Library Resources

Links to electronic databases, e-books, and audio books.

- Electronic books (Safari , NetLibrary, My iLibrary)
- TumbleReadables online books for kids K-12
- Prep for standardized tests like the SAT, ACT, GRE, and CLEP
- Customized college and distance-learning searches
- Home Improvement Center
- Auto Repair Reference Center

## Playaway Books

- Compact audio books (2 oz / size of a business card)
- Earbuds and battery included

## Paperback Books

- Fiction and Non-fiction

The screenshot shows the DoD Library website. At the top, there's a navigation bar with links like 'Military System', 'Military Benefits', 'Commissary', 'Welcome jduffy, Not jduffy?', 'My Account', 'Contact Us', 'Help', 'Logout', 'Control Panel', 'Home', and 'Cart: 0 Items'. Below this is a green banner with the text 'A 24/7 Resource for Military Members, Spouses & Families' and the phone number '1-800-342-9647'. To the right of the banner is the 'TroopTube' logo and a search bar. The main content area is titled 'LIBRARY' and contains several sections: 'ONLINE LIBRARY RESOURCES' with a description of the service and a link to 'Visit the Online Library Resources'; 'PLAYAWAY BOOKS' with an image of a playaway device and a description of the format; and 'PAPERBACK BOOKS' with an image of a book and a description of the selection. At the bottom, there's a note about sharing books and a link to a discussion board.

With System | Military Benefits | Commissary | Welcome jduffy, Not jduffy? | My Account | Contact Us | Help | Logout | Control Panel | Home | Cart: 0 Items

A 24/7 Resource for Military Members, Spouses & Families

1-800-342-9647

TroopTube

View site in: English | Español

Search: All for [ ] Powered by Google

### LIBRARY

Military OneSource announces new library resources available at no charge to service members and their families – a particularly helpful benefit for Guard and Reserve members and their families who may not have access to installation libraries.

#### ONLINE LIBRARY RESOURCES

The Military OneSource Online Library Resources are links to electronic databases, e-books, and audio books. Access our diverse list of resources by logging into the Military OneSource Web site and going to our Online Library Resources page.

Enjoy access 24/7 to these databases and books from the comfort of your home. We have something for everyone—including Tumblebooks, “how-to” home improvement books, standardized test prep, and more!

[Visit the Online Library Resources](#)

#### PLAYAWAY BOOKS

Playaway books are the newest format of audio book. A Playaway book weighs two ounces and comes with earbuds and a battery. Playaways are approximately the size of a business card (3.25 inches long by 2 inches wide, by 0.5 inch deep). When you receive your Playaway, all you have to do is press “play” to start listening to your book. Its portability allows you to enjoy your favorite authors and titles on-the-go, whenever and wherever.

See the [fiction](#) and [non-fiction](#) titles available.

#### PAPERBACK BOOKS

Military OneSource has an ever-changing selection of popular fiction and non-fiction titles free to Military OneSource users. Order directly from our Web site.

See the [fiction](#) and [non-fiction](#) titles available.

After you are finished with the books, please share them with other military families.

Have a great book to recommend? [Tell others about it in our discussion boards.](#)

# Commitment to Quality

- Ease of access to Military OneSource
- Phones are answered live... *24 hours a day, 7 days a week, 365 days a year*
- Follow-up as mutually agreed upon
- Customer satisfaction surveys
- Customer recovery



# Call or visit online!

- United States: 1-800-342-9647
- Overseas: 800-3429-6477  
*Access codes can be found online*
- Overseas collect: 484-530-5908  
*Contact an international operator first*
- [www.militaryonesource.com](http://www.militaryonesource.com)

